Electronic form referred to in Article 5, paragraph 4 of Resolution no. 156/23/CONS

OPERATOR:

Reference year:

Data collection period:

1st HALF	
2nd HALF	
FULL YEAR	

Per.	Req.	Indicator name		Applicable services	Measure / *Mandatory information*	Unit of measure	Measured value
A	M	Billing complaints (Annex 2 to Resolution no. 156/23/CONS)		All fixed-location communication services	Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period	%	**<1%**
					Percentage of single invoices for fixed and post-paid mobile telephony services out of the total invoices issued	%	**<1%**
A	M	Billing accuracy (Annex 3 to Resolution no. 156/23/CONS)		All fixed-location communication services	Percentage of invoices subject to disputes upheld as justified that result in the amounts being credited back to the customer by means of another, corrective invoice or a credit note, out of the number of invoices issued in the same period	%	**<1**
H/A	M	Service activation time (Annex 4 to Resolution no. 156/23/CONS)	Report a): orders whose fulfilment does not require technical work in the field	All fixed-location communication services	Average supply time for orders completed in the data collection period	days	**0**
					95th percentile of supply time for orders completed in the data collection period	days	**0**
					99th percentile of supply time for orders completed in the data collection period	days	**0**
					Percentage of valid orders completed by the date agreed with the customer, where applicable	%	**0.00%**
					Percentage of valid orders completed within the maximum time limit provided for in the contract	%	**0.00%**
					Number of contracts completed		**0**
			Report b): orders whose fulfilment requires technical work in the field	All fixed-location communication services	Average supply time for orders completed in the data collection period	days	**10**
					95th percentile of supply time for orders completed in the data collection period	days	**28**
					99th percentile of supply time for orders completed in the data collection period	days	**36**
					Percentage of valid orders completed by the date agreed with the customer, where applicable	%	**100.00%**
					Percentage of valid orders completed within the maximum time limit provided for in the contract	%	**100.00%**
					Number of contracts completed		**28**
				All fixed-location communication services	*Number of contracts completed that were acquired through teleselling via call centres registered with the ROC*		
					Number of contracts completed not acquired through call centres		
H/A	M	Fault rate (Annex 5 to Resolution no. 156/23/CONS)		All fixed-location communication services	Ratio between the number of fault reports, corresponding to service outage or degradation, relating to the voice service and/or Internet access, and the average number of access lines	%	**18.46%**
			Report a): services provided	All fixed-location communication	Average time to repair faults	hours	**0**

H/A	M	Fault repair time (Annex 6 to Resolution no. 156/23/CONS)	via own infrastructure	services	80th percentile of the time to repair faults	hours	**30**
					95th percentile of the time to repair faults	hours	**32**
					Percentage of fault repairs completed within the maximum time provided for in the contract	%	**95.70%**
			Report b): services provided using another operator's wholesale network services	All fixed-location communication services	Average time to repair faults	hours	**40**
					80th percentile of the time to repair faults	hours	**30**
					95th percentile of the time to repair faults	hours	**32**
					Percentage of fault repairs completed within the maximum time provided for in the contract	%	**100.00%**
H/A	M(1)	Call failure probability (Annex 7 to Resolution no. 156/23/CONS)		Publicly available interpersonal communications services	Percentage of unsuccessful calls with reference to national calls	%	
H/A	M(1)	Call set-up time (Annex 8 to Resolution no. 156/23/CONS)		Publicly available interpersonal communications services	Average call set-up time for national calls	seconds	
					95th percentile of call set-up time for national calls	seconds	

LEGEND

Per. = Periodicity of data collection
H/A = Half-yearly and annual
A = Annual

Req. = Whether the indicator is mandatory
M = Mandatory
O = Optional

NOTE

(1) Mandatory status suspended until completion of the assessments referred to in Article 12, paragraph 8 of the regulation

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